



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: <b>Baggenstoss et al.</b>	)	
	)	Art Unit: <b>2614</b>
Serial No.: <b>10/733,457</b>	)	
	)	Examiner: <b>Al Aubaidi, Rasha S</b>
Filing Date: <b>December 11, 2003</b>	)	
	)	Confirmation No.: <b>8796</b>
Title: <b>Managing the Rate of Delivering</b>	)	
<b>Performance Interventions in a</b>	)	Docket No.: <b>07117.105016</b>
<b>Contact Center</b>	)	

**PETITION FOR EXTENSION OF TIME UNDER 37 C.F.R. § 1.136**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Petitioner respectfully requests a one-month extension of time within which to file a response to the Official Action dated January 11, 2007, to expire May 11, 2007. Form PTO-2038 is enclosed, authorizing the charge of \$60 to cover the one-month extension of time fee. [Applicant claims small entity status. See 37 CFR 1.27.]

The Commissioner is authorized to charge any additional fees, or to credit any overpayment, to Deposit Account No. 11-0980. A duplicate of this sheet is attached.

Respectfully submitted,

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 11, 2007.